



Matrix Security Group - Terms and Conditions – Holiday Promotion (“HOLIDAY-25”)

1. Eligibility:

This offer is open to new customers who sign up for a qualifying 24/7 monitored alarm service plan between **28 October 2025** and **01 December 2025**, inclusive.

2. Offer Details:

- Customers who sign up within the promotional period and use the promo code **HOLIDAY-25** at the time of purchase will receive **one (1) month of monitoring service free of charge**.
- The free month applies to the first month of monitoring service only.
- Equipment, installation, activation fees, or any additional services are not included in this offer and will be charged at the standard rates.

3. Promotion Period:

The offer ends at **11:59 p.m. on 30 November 2025**. Sign-ups received after this time will not qualify for the promotion.

4. Contract Term:

A minimum monitoring agreement term (e.g., 12 or 24 months, depending on plan selection) may apply. Early termination fees may apply if the service is cancelled before the end of the contract term.

5. Non-Transferable and non-combinable:

This promotion cannot be combined with any other offer, discount, or promotion and is not transferable or redeemable for cash or credit.

6. Availability:

Offer available only where monitoring services are provided and subject to local availability, installation schedules, and system compatibility.

7. General Conditions:

The provider reserves the right to modify, suspend, or withdraw this promotion at any time without prior notice.

All services are subject to the provider’s standard terms and conditions of service.

8. Disclaimer:

A self-check alarm requires user availability to respond to alerts. A 24/7 monitored alarm involves professional monitoring; however, response times and outcomes may vary depending on circumstances and local emergency services.